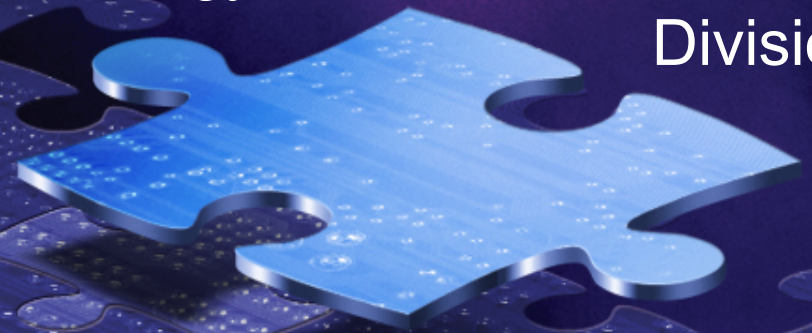


# IT Orientation

Sponsored by the Information  
Technology and Communications  
Division



Presented by your Computer Training Center

# Agenda



- ❖ Who's Who in the Information Technology and Communications Division (ITCD)
- ❖ Equipment
- ❖ Prior to your Account
- ❖ Account Types
- ❖ Software
- ❖ Networks and Data Storage
- ❖ Services
- ❖ Resources

# ITCD Organization



**IT & Communications Division (ITCD)**  
Victor Thompson, Acting Director & HQ CIO  
Victor Thompson, Deputy Director & Deputy CIO  
LM020

**Division Support**  
Liteshia Dennis, Acting HITSS COTR  
Debbi Martin-Edwards, Financial Manager  
Brady Decker, CTO & EA

**Systems Operations Branch**  
Dennis Groth, Branch Chief  
LM021

**Operations Services**  
Linda Hong, NHCC Operations  
Mike Barrett, Telecommunications Specialist  
Joe Lanasa, ACES SME  
Michael Crnkovic, Agency Printing Officer  
Dwight Bennett, HQ Printing Officer  
Carl Paul, Clerk

**Security Services**  
VACANT, IT Security Program Lead  
Darline Brown, IT Security/COMSEC  
Marion Meissner, IT Security

**Asset Management**  
Jeff Anderson, IT Specialist / Asset Mgmt

**Records Management**  
Patricia Southerland (GSFC), Records/Forms  
Manager

**Customer Services Branch**  
Stanley Artis, Branch Chief  
LM022

**Service Management**  
Elaine Bowman, Customer Service  
Sharon Washington, Customer Service  
Tuesday Dodson, Customer Service  
Debrina Harrell, Customer Service  
Mary Shouse, IT Outreach

**Development Services**  
VACANT, Systems Engineering  
VACANT, Application Development  
Liteshia Dennis, Application Development

**Special Projects**  
3 Contractors



# Equipment



## ❖ Initial Equipment Issue

- Windows or Mac Seat
  - Desktop, Laptop, Tablet, or Lightweight Laptop

## ❖ Additional Equipment Available for Issue

- BlackBerry, iPhone, Cell, Pager, Aircard
- Cost for additional equipment unless exempted by IT Resource Allocation Policy

## ❖ Loaner Equipment Issue

- Laptops, Printers, BlackBerry, Aircard, International Cell Phone, International BlackBerry, iPad, Wireless Mobile HotSpot, Accessories
- 2 weeks maximum loan
- Apply for Loaner Pool items via the ESD Self Help Web Site

# Prior to Your Account



## ❖ IT Security

- Mandatory within 30 days of hire
  - Complete in SATERN
  - Complete in User Resource Center if needed for financial apps before SATERN access

## ❖ Acceptable Use Policy

- NPD 2540.1G – “Provide a professional and supportive work environment while meeting taxpayer expectations that tax dollars be spent wisely.”

## ❖ Retention Rules

- Records Management Training in SATERN
  - Do you want it on The Daily Show?

# Account Types



## ❖ Standard Accounts

- Network (set up through IdMAX)
- NASA Enterprise Directory (NED)
- WebTADS (Time & Attendance for Civil Servants) (uses Launchpad password)
- SecurID Token (unique)
- SATERN (System for Administration, Training, and Educational Resources for NASA) (uses Launchpad password)
- Emergency Contact (enter in Employee Express for Civil Servants and IdMAX for contractors )

## ❖ Specialized Accounts

- Financial Apps (FedTraveler, SAP, BW, etc)
- IWMS (ITCD Work Management System)

# Software



## ❖ Core Load

- Win 7, Mac OSX, MS Office, Acrobat, PDF Creator

## ❖ Above Core Load

- Project, Visio, Adobe Pro, Adobe Creative Suite 4 (CS4)

## ❖ Custom Applications

- HATS, IWMS, HRMIS

## ❖ Home Use

- [see ACES Web site for these instructions]

## ❖ Updates run when logged into the NDC network

## ❖ When leaving your computer at NASA, you should shut down the machine

# HQ NASA Network



## ❖ Wired and Wireless

- HQ Secure - Wired for daily use and wireless for portable use
- Guest Network - Wired and wireless
  - Passes available in Library, URC, or your IT POC
    - Also available if logged in with a NASA HQ AUID
    - <http://itcd.hq.nasa.gov/networking-guest.html>
  - Yellow cable in conference rooms, “always on”



# Data Storage



Type Drive	Windows XP	Windows 7	Mac OSX
Local Computer	C: My Documents	Library/ Documents	Documents Folder on Dock
User Drive	T:	Library/T:	JSmith
Organization Folder	U:	Library/U:	HQ_Group Name
Groups	W:	Library/W:	HQ_Groups
Share	X:	Library/X:	HQ_Share

# Services



## ❖ Computer Training Center (ext. 1111)

- Classroom courses, workshops, desk side assistance, SATERN help, classroom reservations available
- Locations:
  - Leslie Anne Ross, Manager/Instructor - 4D75
  - Cecily Brooks, Training Coordinator - 4D72
  - Windows 7 Training Room - 2H40
  - Macintosh Training Room - 2J40
- Schedule on [CTC Web site](#)

## ❖ [SATERN](#)

- 2,000 online courses, 10,000 online books, 24/7 access

# Services



## ❖ User Resource Center (CX42, ext. 0650)

- Walk in Hours 7:30 am – 5:00 pm
- Advanced lab with Windows and Mac machines loaded with several above core applications
- Specialized help
  - Scanner, CD burner, file conversions, CD archives, and above core applications
- Troubleshooting and consultation

# Services



- ❖ Communications Support Services Center (CL78)
  - Creative design, presentations, displays, brochures
  - Document scanning, transcription, name tents, name tags
  - Duplication, color and B&W digital presses
  - Printing management, GPO liaison, outside vendors
- ❖ Catalogs - ACES catalog and PCMail
- ❖ Applications Development
- ❖ NOMAD & Mailman – Mail list services
- ❖ Virtual Meetings – WebEx

# ESD Self Help Site



## ESD

NASA Enterprise Service Desk

**ESD Contact Information**  
 Phone: 1-877-677-2123  
 Email: [nasa-esd@mail.nasa.gov](mailto:nasa-esd@mail.nasa.gov)

Search

**Home**

**Self-Help Search**

**My Tickets**

**Order Services**

**My Notifications**

**System Statuses**

Desktop

- . Access (36)
- . Backup (1)
- . General (121)
- . Hardware (124)

Application

- . Access (109)
- . General (1234)
- . Software Failure (346)
- . Vpn/Rsa Securid Token (12)

Network

- . Degradation (8)
- . Failure (58)
- . Outage (8)
- . Software (11)

My Tickets

Order Services

Click here if you would like a quick tutorial of: What is Order Services? or How do I use Order Services?

My Notifications

System Statuses

User Quick Links

- [ACES Home](#)
- [ESD Project Page](#)
- [IDMAX](#)
- [NED](#)
- [Launchpad](#)
- [OCIO Home](#)
- [Webmail](#)
- [Agency Tokens](#)

NASA ESD

**NASA\_ESD**

All ESD Enhancements are now live in the production environment:  
<https://t.co/tQuC61Ys3u>  
 yesterday reply

The ESD Enhancements production push has been rescheduled for Saturday, April 13, 2013 during our regular ESD monthly maintenance window.

Join the conversation

Editor: NSSC Web Development Team  
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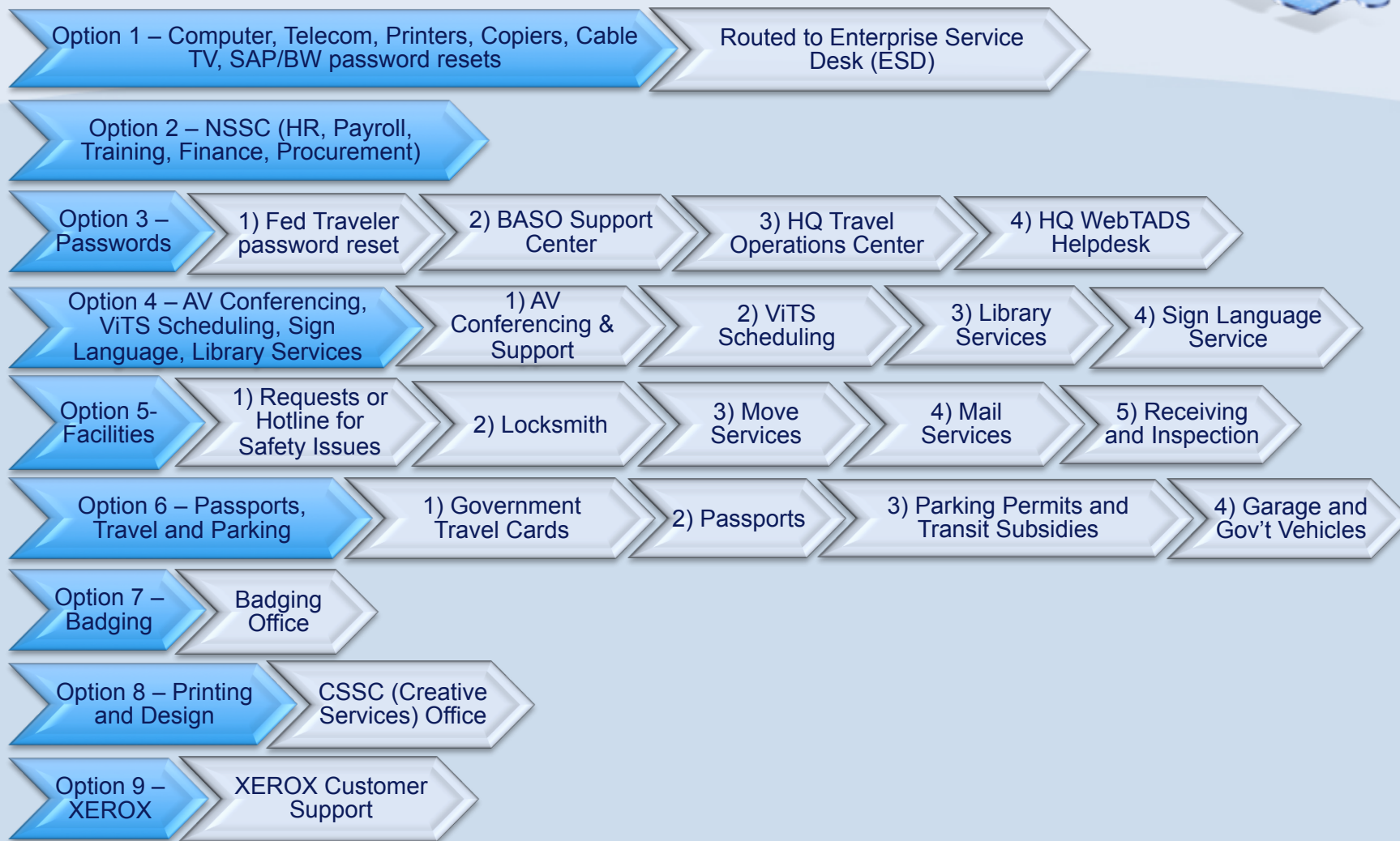
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[NASA Communications Policy](#)

[USA.gov](#)  
[ExpectMore.gov](#)  
[Open Government at NASA](#)  
[NASA Help and Preferences](#)  
[NSSC Customer Service Portal](#)



# 358-HELP Structure



# Resource List



- ❖ Computer Training Center, 202.358.1111 [ctc@hq.nasa.gov](mailto:ctc@hq.nasa.gov)  
or <http://itcd.hq.nasa.gov/ctc>
- ❖ Enterprise Service Desk Self Help Site  
<https://esd.nasa.gov>
- ❖ ITCD Web Site <http://itcd.hq.nasa.gov>
- ❖ IT Contacts Matrix  
[http://itcd.hq.nasa.gov/documents/IT\\_Contacts.pdf](http://itcd.hq.nasa.gov/documents/IT_Contacts.pdf)
- ❖ NASA Employee Directory, (NED)  
<https://itcd.hq.nasa.gov/NED.html>
- ❖ NASA Online Directives Information System, (NODIS)  
<http://nodis3.gsfc.nasa.gov>
- ❖ SATERN <https://saterninfo.nasa.gov>
- ❖ User Resource Center, 202.358.0650 [csat@hq.nasa.gov](mailto:csat@hq.nasa.gov)